



## THE 2011 CENSUS IS COMING



### The next Census is due on 27 March 2011.

The census has collected information about the population every ten years since 1801 (except in 1941).

In England and Wales, every household must, by law, complete and return a 2011 census questionnaire. The questionnaire could appear through your letter-box anytime in March.

The information is then used by the Office for National Statistics (ONS) to provide population estimates. The estimates are used by the government, councils and other organisations to plan, fund and deliver public services such as healthcare, education, and emergency services.

The census tells us how many people live where and the types of people they are (young, old, married, single). This means decisions, like working out who needs facilities in the future, are focused on accurate, relevant details.

### Do you need help to complete your census questionnaire?

The 2011 Census is doing everything it can to offer assistance where needed.

To help you complete your questionnaire independently, you can request information in an alternative format, including:

- large print questionnaires
- Braille guidance
- audio CD and cassette tapes
- Easy Read guidance
- British Sign Language (BSL) video clips and a BSL DVD

Other help is also available. From early March, a telephone helpline will be operating and there will be online assistance available. There will also be a number of local completion events where personal assistance can be provided. Look out for details in the local press.

### Find out more at

[www.census.gov.uk](http://www.census.gov.uk),  
or call the Census Helpline on  
0300 0201 101.

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## Social Care Direct



**Your first point of contact if you or someone you know need social care services, or if you have any concerns about the safety or wellbeing of a child, adult or older person.**

**Social Care Direct** is the Council's dedicated contact centre for any referrals to services. You can telephone the service anytime, 24 hours a day and seven days a week.

Contact Social Care Direct on:

Tel: **0845 8 503 503**

Minicom: **01924 303450**

(Type Talk calls welcome)

Email: **social\_care\_direct@wakefield.gov.uk**

## Coffee club for people affected by MS

A support group for people affected by Multiple Sclerosis (MS) meets at Starbucks Coffee Shop, Junction 32 on the M62, on the first Thursday of every month.



Contact Linda Guest on 01977 733700 or [linda-guest@hotmail.com](mailto:linda-guest@hotmail.com) for more information.

## Adult Social Care Survey 2011

### Have your say

In February, Wakefield Council Family Services started the Adult Social Care Survey, which asks around 1000 people who have received services about their experience and quality of life. Family Services selected a random sample of service users to participate in the survey, to provide a general picture of opinions in Wakefield.

The survey not only assists the Council in improving its services, but also contributes to national statistics gathered by the Care Quality Commission and Department of Health.

The questionnaire is confidential, and none of the answers provided will be shared with care workers or anyone else who delivers a service.

### Did you receive a survey?

If you did, and have not filled it in yet there is still time to do so.

It's really important that service users have the opportunity to share positive experiences with the Council and to look at areas for further improvement. Wakefield Council would appreciate it if everyone who receives a questionnaire returns it completed in the freepost envelope provided.



# Changes to benefits

## **Including Incapacity Benefit, Severe Disablement Allowance and Income Support paid on the grounds of illness or disability.**

Between October 2010 and Spring 2014, the Department for Work and Pensions intends to assess those who receive the benefits above and move them to Employment and Support Allowance.

However, if you are due to reach state pension age by 6 April 2014 and are currently receiving any of the benefits above you will not have your benefit reassessed.

## **What you can expect to receive from the Department for Work and Pensions**

If you are affected by the reassessment, you will receive a letter when your benefit is due for reassessment to tell you about the changes.

You will also be telephoned shortly after that to check you have received the letter, and so you can ask any additional questions.

You do not need to contact the Benefit Department before they write to you. Assessments can take place up to Spring 2014, so it may be some time before you are contacted about this change. Your current benefit will continue, as long as you continue to meet the conditions of entitlement to receive that benefit until the reassessment of your benefit is complete.

If you would like further information regarding this issue, and advice on how to deal with it please feel free to contact DIAL Wakefield on 01977 723933.

More information about reassessment is also available at [www.direct.gov.uk/ibchanges](http://www.direct.gov.uk/ibchanges)

# Don't Quit

by Author Unknown

When things go wrong, as they sometimes will,  
When the road you're trudging seems all uphill,  
When the funds are low and the debts are high,  
And you want to smile, but you have to sigh,  
When care is pressing you down a bit -  
Rest if you must, but don't you quit.

Life is queer with its twists and turns,  
As every one of us sometimes learns,  
And many a fellow turns about  
When he might have won had he stuck it out.  
Don't give up though the pace seems slow -  
You may succeed with another blow.

Often the goal is nearer than  
It seems to a faint and faltering man;  
Often the struggler has given up  
When he might have captured the victor's cup;  
And he learned too late when the night came down,  
How close he was to the golden crown.

Success is failure turned inside out -  
The silver tint in the clouds of doubt,  
And you never can tell how close you are,  
It might be near when it seems afar;  
So stick to the fight when you're hardest hit -  
It's when things seem worst that you must not quit.

***Mental Health Action Week, 23-29 March 2011***

# Information and Advice Helpdesk Services

**Do you know that your local Age Concern offers a free district wide Information and Advice service, helping over 3,000 older people every year?** The service helps older people to claim the right income and benefits, access help to remain safe in their homes, manage debt issues, find reliable local trades people, and generally find help when they need it.

With over 20 years experience, the Information and Advice Service has built up a lot of local knowledge, always attempting to find solutions to daily challenges that people face as they grow older. Being part of the national Age UK federation, they also have access to all the best

up-to-date advice and guidance on your rights to sheltered housing, healthcare, and the complex issues about the costs of living in residential and nursing care.

To make sure they can find the best help for you, they have also developed a range of specialist services which the helpdesk team can tell you about, and organise for you.

**Based in Bank Street, Castleford, the Helpdesk is open Monday - Friday from 9.30am to 1pm, where older people can call in for general advice without an appointment. There is also a telephone helpdesk available at the same times on 01977 552476.**

**At present Age Concern Wakefield District offers the following services by appointment through the helpdesk:**

- **Pension and benefits advice**  
Individual advice from the Pension Service local team, either in our office or by home visits.
- **Legal advice on wills and Power of Attorney**  
Appointments may be made with a solicitor at the office, or a home visit from a local solicitor if required.
- **Health and wellbeing advice**  
Appointments may also be made at the office with a trained NHS Health Trainer, to support you in issues such as diet, smoking, and managing ongoing health conditions.
- **Directory of groups and activities**  
The helpdesk keeps an up-to-date directory of social activity groups and lunch clubs for all around the district, to help you find a place to meet people and make new friends.

- **Reminiscence library**  
A variety of themed reminiscence boxes are available for free loan, for groups or activity coordinators in sheltered and residential homes. Each box contains a selection of items to prompt memories and discussion.
- **Equipment loan service**  
They provide short term free loan of wheelchairs, walking aids and other disability equipment for older people living in the Wakefield district.  
**The service tries to provide a mixture of useful and practical services to enable older people to be safe and secure in their homes, and as independent as possible, for as long as possible. If you feel they can be of help to you or your older family members, please call into the office, or phone the team, and they will be happy to help.**



# Carers Leisure Directory



## Carers Wakefield & District

launched a Carers Leisure Directory at the end of 2010, to coincide with Carers Rights Day. The directory provides information about the options available to help carers get a break from their routine, but still enjoy doing something with the person they care for.

The directory details concessions available when attending with those you care for, at a variety of local entertainment and sporting venues, as well as offering guidance on accessibility. It also has limited information about venues further afield and some useful websites for you to investigate further opportunities.

Please contact Carers Wakefield & District on **01924 305544** if you would like a copy.

## New buildings officially opened at Lawefield Lane

A brand new Day Opportunities base has opened for people with learning disabilities and high support needs at Lawefield Lane.

The base is for those existing service users with learning disabilities and high support needs, who could not access other local community venues and have been at Waterton House during the building period. On the same site is a new short breaks unit, which opened in December to replace the old one at Batley Road. The Wilf Ward Trust has been commissioned by Wakefield Council to run the short breaks unit.

The new buildings were officially opened in January 2011 by Cllr Maureen Cummings and Richard Pick, Chief Executive of the Wilf Ward Trust, with service users and their families present.

Both buildings have all the equipment and facilities required to support the people who will use them. They are designed and built to high standard, and are eco-friendly with a sedum roof, which makes them a distinctive new addition to the Thornes Park area.

## New electronic prescription service

Plans are underway for a new electronic prescription system. This will make it easier for you to get your medicines on prescription, and reduce the paper mountain for pharmacists.

The new system, starting this spring, will be more efficient for everyone involved in issuing, receiving, dispensing and reimbursing prescriptions. This will mean that your prescription will be sent electronically to any pharmacy of your choice to dispense your medication. The pharmacy could be near where you live, work or shop, and you will no longer need to go to your doctor's just to collect a paper prescription. The new system will mostly benefit you if you receive regular repeat prescriptions.

## For sale Two electric single beds

6ft 6" by 3ft. Including remote control to raise foot and head, and control massager time unit. Manufactured by Ajustamatic. Immaculate condition. May be purchased separately. RRP £5,500 in 2007, will accept £500.

Contact: 0113 2822018

## Better access to dental services

People living in the Wakefield district will now find it easier than ever to see a NHS dentist following a further investment of over £630,000 by NHS Wakefield District.

This means that over the next three years, an additional 8,000 district patients will have access to NHS dental care. There will be an additional 13 NHS dentists working across the district to provide regular dental check-ups and treatment.

John Beal, Dental Public Health Adviser at NHS Wakefield District said: "This is great news for Wakefield residents. It's only through regular visits to the dentist that we can help people to keep their teeth and gums healthy."

Anyone wishing to register with an NHS Dentist should ring the NHS dental helpline on **0345 605 99 99**.



## New shuttle bus service between hospitals

A new free shuttle bus service between the hospital sites (Pontefract, Pinderfields and Dewsbury) is up and running for patients and visitors.

The service covers patient visiting times (2.30pm - 4.30pm and 6.30pm - 8pm) and runs every hour, seven days a week. More information and the timetable is available at [www.midyorks.nhs.uk/Patients+and+visitors/shuttleBus.html](http://www.midyorks.nhs.uk/Patients+and+visitors/shuttleBus.html)

## Don't forget to Choose well this Easter

Being ill over the holidays is never fun, so you are reminded by health professionals to be prepared this Easter.

Stock up your medicine chest and make sure you have enough of your regular medication to last until the GP surgery opens again after the holidays. This can make a big difference.

Choose well is to tell you about the NHS service best suited to your clinical needs. It also aims to help relieve pressure on A&E and GP services.

There are many ways you can get help if you are feeling unwell:

- **NHS Direct** can provide advice if you are unwell and unsure about what to do. If you need help, call them on 0845 46 47 or go to [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- **Walk-in centre or minor injuries unit** - clinicians can deal with illnesses from the minor and routine, to more serious urgent care cases. Find your nearest walk-in centre or minor injuries unit by visiting [www.nhs.uk](http://www.nhs.uk) or ring NHS Direct on 0845 4647.
- Call your **family doctor** for an appointment - if you ring after it has closed, your call will be directed to West Yorkshire Urgent Care Services.
- **West Yorkshire Urgent Care Services** can be used for unexpected or worsening health conditions. Trained staff are available to provide advice over the phone and can send a GP to your home, if they are required, at any time of the day or night. Contact them on 0345 605 99 99.
- **Go to A&E or ring 999** - you should only ring this number or visit the accident and emergency department at the hospital if you have a very serious or life-threatening condition.



## The HandyVan Service: Free help to make your home safe and secure

If you are 60+ years (with savings of less than £20,000 excluding the value of your home) you can benefit from a free service to help keep your home safe and secure.

Managed by the charity AgeUK, the HandyVan service will fit for free:

- Door and window locks
- Door chains and viewers
- Smoke alarms
- Carbon monoxide detectors

HandyVan will also do work to help you avoid trips or falls; perhaps you have some light bulbs, too high for you to replace or a bit of loose carpet, which needs fixing?

All the fitters are fully qualified and police vetted. They will carry out a free home check and agree with you the work to be done. In Wakefield, the service is available if you live in the following post codes:

WF1 WF2 WF3 WF4 WF5 WF6 WF7  
WF8 WF9 WF10 WF11 WF12 WF13  
WF14 WF15 WF16 WF17

It's easy to book a visit.

**Call: 0845 026 1055**

**Email: [handyvan@ageuk.org.uk](mailto:handyvan@ageuk.org.uk)**

HandyVan fitters will also give talks on the service. To book a talk for your group, just ring the number above.

Organisations are welcome to refer clients to HandyVan but please ensure you have their agreement before disclosing personal details to us.

*"I was over the moon with the service given to me. After your fitter had left, I felt so much safer in my home."*

Mrs H (a recent HandyVan client)



## Top tips to get healthier this Spring



### • Look at the labels when shopping

#### • Go reduced fat

- change to semi skimmed milk and save 60 calories a day.
- A low fat digestive biscuit has the same number of calories as a standard biscuit; but check the fat and sugar content

	Per 100g	
	A lot	A little
<b>Sugars</b>	10g	2g
<b>Fat</b>	20g	3g
<b>Saturated Fat</b>	5g	1g
<b>Fibre</b>	3g	0.5g
<b>Salt</b>	1.25g	0.25g
<b>Sodium</b>	0.5g	0.1g

### • Get active and walk off the weight

- Walking an extra 5000 steps a day (40 minutes at a brisk pace) burns an extra 1240 calories over a week
- Take the stairs instead of the lift
- Park in the far end of car parks
- Try to spend more time standing up than sitting down (standing up on the bus burns an extra 70 calories an hour)
- Try to get your heart pumping and aim to be breathing harder - you should still be able to talk though!

### • Healthy snacks

- Have a banana instead of a snack-size chocolate bar and save 225 calories
- Choose yoghurts with less than 100 calories per pot. The calcium will help keep your bones healthy
- Chewing slowly means you eat less and will also calm nerves and aid digestion

### • Caution with your portions

- Don't heap food on your plate (except vegetables)
- Think twice before having second helpings
- Don't forget your five-a-day
- Stop when you are comfortably full - don't feel you must clear the plate
- Try adding chilli - the heat makes us feel less hungry

### • Think about your drinks

- Choose water or sugar-free squashes
- Alcohol is high in calories so must be avoided

# Mailing List

For any changes to the mailing list, (names coming off or going on), please contact DIAL at the address below as they are the only organisation that deals with the mailing list.

The views expressed in this newsletter are those of the individual contributors and should not be assumed to represent those of the agencies listed below. The editor is not responsible for claims made in any advertisements printed in this newsletter. All readers are advised to check with the advertisers before replying to them.

## DIAL (Disabled Information and Advice Line)

Highfield House Resource Centre, Love Lane,  
Castleford WF10 5RT

Email: [advice@dialwakefield.co.uk](mailto:advice@dialwakefield.co.uk)

Tel: **01977 723933**

Minicom: **01977 724081**

Fax: **01977 724081**

## Carers Wakefield and District

25 King Street, Wakefield WF1 2SR

Email: [info@carerswakefield.org.uk](mailto:info@carerswakefield.org.uk)

Website: [www.carerswakefield.org.uk](http://www.carerswakefield.org.uk)

Tel: **01924 305544**

## Wakefield Council

Family Services, County Hall, Wakefield WF1 2QL

Email: [sc\\_sspublicinformation@wakefield.gov.uk](mailto:sc_sspublicinformation@wakefield.gov.uk)

Website: [www.wakefield.gov.uk](http://www.wakefield.gov.uk)

Tel: **01924 305941**

## NHS Wakefield District

White Rose House, West Parade, Wakefield WF1 1LT

Email: [communications@wdpct.nhs.uk](mailto:communications@wdpct.nhs.uk)

Tel: **01924 317643**

## Age Concern Wakefield District

7 Bank Street, Castleford WF10 1JD

Telephone Main Office: **01977 552114**

Fax: **01977 518549**

Email: [admin@acwd.org.uk](mailto:admin@acwd.org.uk)

# Quiz

## Win a £10 Boots Voucher

If you would like the chance of winning the above prize, simply complete the answer slip and send it to:

Andrea Aisbett, Room 217, County Hall, Wakefield WF1 2QL.

**Closing date is 15 April 2011.**

Congratulations to K Silcock of Wakefield, the winner of the Winter 2010 quiz.

### Spring Quiz questions

1. Who was Leonardo di Caprio's co-star in Titanic?
2. In the song Scarborough fair, which two herbs go with 'Parsley & Sage'?
3. Shrove Tuesday is celebrated by preparing a particular dish. What is it?
4. Name the future bride of Prince William?
5. What is the name of Rodney's brother in Only Fools and Horses?
6. A stitch in time will save how many?
7. What does AWOL stand for?
8. In cockney rhyming slang, what does 'pen and ink' mean?
9. If you were given a sapphire on your wedding anniversary, how many years would you have been married?
10. 'Be prepared' is the motto of which group of people?

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Name .....

Address .....

Tel No. ....

We would like to hear your opinions about Helping Hands. What do you like/dislike? Have you got any suggestions for future editions?

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